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WVH Staffers Recongized for "Going the Extra Mile"

During the annual staff recognition event at the Veterans Home on July 13th, two Director's awards were presented.

Billie Pendleton, DNS was sited for her professionalism, dedication and leadership that she consistently demonstrated throughout the last year.

"Congratulations, on receiving this award. It's my pleasure to recognize you for the importance of your contributions in helping the DVA team achieve its goals and mission.

Without hesitation, you seek the highest good for residents, living our commitment to 'Serve Those Who Served'. We are fortunate to have you as a member of our Team! Thank you for your demonstrated dedication and continued commitment," Director John Lee wrote in his congratulatory letter.

Catherine Shaw was also awarded the Director's Award. In addition to her duties as the Activities Manager, she willingly stepped up to lead and supervise the business staff when the Administrative Assistant position became vacant. This allowed the Home to hold this position vacant for an extended



Superintendent Jon Clontz congratulates Billie Pendleton on receiving the Director's Award.



Catherine Shaw accepts her Director's Award from Gary Condra.

As a member of the leadership team at the Washington Veterans Home, Catherine has worked cooperatively with all departments to ensure communication and coordination of issues impacting the daily work lives of staff and living conditions for residents.

Gary Condra, Chief Financial Officer presented the awards on behalf of agency director John Lee.

Distinguished Service Awards were presented to:

Donald Coursey, Cook for his consistent positive performance and commitment to the residents of

the Washington Veterans Home. He is appreciated by his supervisors and coworkers for his expert skill and helpful spirit.

Dale Parker, Asst. Plant Mgr. for demonstrating his leadership skills by working with custodial staff to identify a new staffing plan and assignments to fit the needs of the new building.

Kitty Phillips, Restorative Supervisor was recognized for being a strong supervisor and a true example of leadership. For 15 years, she has demonstrated dedication and loyalty to the residents and to the organization. No one ever has to look over her shoulder to see how the restorative program is going. Kitty always put the needs of the program over her own.

Susan Acers, RN3 is a true example of leadership. Focused and goal oriented, she brings people together as an effective and cooperative team. Susan is often found out on the floors providing attention and assistance to residents, families and staff. She brings a positive attitude to work and sets high expectations for herself and her staff.

Patty Hampton, Cook. Patty is appreciated by her supervisors and coworkers for her willingness to participate in problem solving and the sharing of ideas to improve service. She regularly volunteers to

DIRECTOR'S MESSAGE

Executive Team Responsibility Changes

First, I would like to thank each of you for the feedback you provided to Alfie and me as we discussed our agency strategic plan and our goals for the next several years.

In order to accomplish all of our goals, particularly those that will ensure our financial success in the future, we are going to try some new approaches in balancing the responsibilities of the Executive Management Team. You may remember that we eliminated a management position in the business office in April as part of a legislative directive. In addition, our budget analyst recently departed, leaving a second vacancy in the Business Team. We are taking this opportunity to meet the agency's budget and business needs by balancing our executive team's responsibilities differently.

I think it is important to let you know that in order to keep moving forward to meet our strategic goals, we're going to try this new idea out, measure the results, and make future decisions based on those results.

A breakdown of responsibilities, which are being shifted, is below:

Gary Condra as the agency's Chief Financial Officer will maintain his focus on the following:

- Legislative Budgeting

- Governor's Office Decision Packages
- Eastern Washington State Veterans Cemetery
- Master Planning
- Oversight of Accounts Payable, Accounts Receivable, Contracts, Capital Facilities

Jon Clontz as the Veterans Homes Operations Director / Veterans Home Superintendent will pick up the additional duties of:

- Revenue Generating Activities
- Medicare A Certification & Compliance in Western Washington
- Spending Plans for Veterans Homes
- Development of Veterans Homes Budgets and Business Processes
- Oversight of WA Veterans Home

As Jon Clontz takes on these additional duties, which will include spending time between the Homes and Central Office, he and Barbara Culley will continue working very closely to ensure the day-to-day operations at the Washington Veterans Home go smoothly.

I am grateful to Jon and Barbara for their willingness to take ownership of these important goals and to each member of the WDVA team for working toward our agency's vision.

To read the entire strategic plan, please visit: http://www.dva.wa.gov/wdva_performance.htm If you have any questions, please let me know.

Internal V-MAP Session conducted at Orting:

On July 17, 2006 the WDVA Extended Leadership Team participated in a quarterly V-MAP session. (V-MAP is how the Department of Veterans Affairs is using the Governor's Management Accountability and Performance or G-MAP process.)

For this fourth V-MAP meeting, the focus was on closing out the agency's 32 performance measures for the 2005-2006 fiscal year. Overall, WDVA did very well on meeting the targets set through the V-MAP process. For example:

- 23 of the annual targets were met or exceeded;
- 3 of the annual targets were not met; and
- 6 of the annual targets were missed by slight margins and will be watched closely.

For the 2006-2007 fiscal year we have set new targets for about one-half of the measures and the rest will be complete by August 5th.

V-MAP offers agency employees and the veterans community the ability to keep track of how well WDVA is performing in a number of areas. For more information, or to provide your feedback, please contact Cyndee Baugh at: cyndeeb@dva.wa.gov or (360) 725-2153.

To learn more about WDVA specific performance goals go on-line to www.dva.wa.gov and click on the GMAP button.

KUDOS

Continued from page 1

participate on a number of home committees. She is a respected and valued employee.

Carl Bivens, Carpenter for his consistent positive performance and commitment to the residents of the Washington Veterans Home. He is truly appreciated for his expert skill and willingness to tackle any project.

Team Awards went to:

Plant staff of

- Carl Bivens, Carpenter
- Jim Brown, Painter
- Rick DiLoretto, Plumber
- Paula Roland, Tradeshelper
- Yvonne Wray, Tradeshelper

for building a new resident laundry two and a half weeks ahead of schedule.



The Pharmacy Team

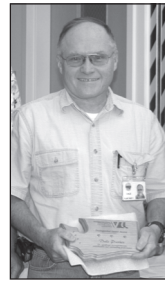
Pharmacy members

- Tracy Cozzolino
- Paul Holden
- Lore Johnson
- Monica Messner
- Al Slater
- David Smith
- Celeste Stoddard

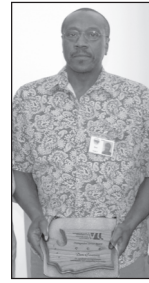
who all worked diligently to ensure the conversion from the existing RNA pharmacy system to the ADL system was completed without negatively impacting the services to residents.

Staff members

- Kelly Gray, Cook 1
- Jeanneth Javier, LPN4
- Arlene Swolgaard, FSA1
- Sharon Graves, NA1-C
- Stephanie Kiourkas, FSA1



Dale Parker, Asst.
Plant Mgr



Don Coursey,
Cook



Kitty Phillips, RN3



Susan Acers,
RN3

who were honored for their heroism, extraordinary skill and teamwork that likely saved the life of a choking resident.

Night Shift staff of Neighborhood C/D

- Jane Hall, NA1-C
- Adelita Guillen, NA1-C
- Anna Bechard, NA1-C

who are the model of what a team can be. Throughout the challenges of the past year, they consistently provided the highest quality of care to the residents. They respond promptly to resident's needs, providing assistance and backup to coworkers. They are very observant and report changes in residents' conditions immediately to the charge nurse.

Individual Special Recognition was given to the following staff members for their efforts in "Going the Extra Mile.":

- Ed Dolle
- Rosita Daniels
- Leslie Crocker
- Lollie Biscocho
- Rosy Griffin
- David Hutchason
- Mary Treese
- Chi Winebarger
- Sheila Miller
- Yvonne Wray
- Jan Wolf
- Al Slater
- Aida Vinluan; and
- Karen Shildemeyer

The entire staff enjoyed a barbecue meal prepared by the Management Team, following the awards presentation.



Vet Services & Central Office Staff Celebrate Annual Awards Event

Employees from Veteran Services Division and the Central Office held their annual awards program Friday July 21st with a Western Roundup theme. Director John Lee and his wife Tammy hosted the event at their home in South Bay.

The recognition committee planned several fun games and contests for party goers to participate in. The list of winners include:

- Carol Newman - Best Western Attire;
- Alfie Alvrado for the Hog Calling Contest;
- Dennis Brown for gathering the most coins hidden in the hay;
- Miriam Young for the pie eating contest;
- Brad Conley and daughter Gabby who won the 3 legged race; and
- Kenny Sawyer, who won the sharp shooting event.

Following the games and a fabulous picnic lunch, the awards were presented.

Those receiving the Director's Award were, Dick Venesky, VEMP Manager; Debbie Kettlehut, Contracts Specialist; Dale Cain, IT Tech.; and Michelle McMeel, Accounts Payable Supervisor.



Dick Venesky was sited for demonstrating initiative and skill in devising a new improved work method and procedures for the financial recovery plan to support VEMP services. He leads by example of performing his manage-

ment duties all the while he is involved in providing direct client services.



Debbie Kettlehut acted as the HRMS Change Agent during the past 2 year project to change from an out-dated payroll system to the new one. Because DVA was selected to be in the first group to 'go live' Debbie spent numerous hours with other first group agency representatives determining critical business processes and

coordinating staff training sessions. She also assisted other agencies in the second group by sharing our HRMS team experiences, enabling them to overcome problems before they happened.

Michelle McMeel was nominated by her accounts payable staff who say, she supports her staff and encourages them to develop the knowledge and strengths to become stronger assets to the agency. She has such a positive, outgoing and generous spirit. She is a true leader and mentor.



Dale Cain worked as the ADL project leader for the agency, coordinating the conversion of the financial suite and the implementation of the pharmacy module.

Dale continues to work with staff and other partners to overcome and track problem areas of the ADL system.



Distinguished Service Awards went to:

Eva Campbell who has distinguished herself as a public servant and an ambassador of WDVA. She demonstrates initiative, cooperation and leadership in performing assigned duties which resulted in the improved productivity and morale.



Jeff Kiper was given this award for his recent work creating a survey for employees to provide feedback and scoring the work performed by the IS staff. He also took on a virus prevention project to ensure that the agency is safe from exploits, viruses and other threats.



Jeff has always been the first to ask for more duties so, he was tasked to learn Network Administration. He is truly an asset to the Information Services Team.

Tish Greenfield is a world-class customer service representative. Tish has made a challenging purchasing position a strength for the agency, by streamlining supply chain at the homes, vet service and at central office. She has also taken on additional responsibili-



ties of the telecommunications coordinator, sustainability, and purchase cards and inventory officer.



Debbie Williams was recognized as part of the ADL Team. Her efforts in identifying staff members to be trained in the financial suite, and establishing processes took maximum advantage of the conversion of ADL Financials. Her expertise in the area of cost-benefit analysis continues to allow accounts receivable staff to recoup revenues from several service areas.



A Group Award was presented to the HRMS Team of:

- Chris La Vack
- Liza Narciso
- Sandra Moloney
- Brad Conly and
- Peggy Challman

for successfully implementing the new HRMS payroll system without any errors. This was huge challenge and the HRMS Team worked long and hard designing new processes and meeting deadlines. All team members went to long days of training and diligently practiced what they learned before the agency went live with the new system. With all the agency's many work schedules in the 24/7 working environment, trials were run over and over until the correct wage type was created. Congratulations!

The Soldiers Home Annual Employee Recognition Event is scheduled for August 17th

Records Manager Selected for Retsil



Jane Burster, Registered Health Information Technician has accepted the Records Management Supervisor position at Washington Veterans Home, Retsil.

Jane brings over 30 years experience in Health Information, including supervisory, and Health Information Management consulting experience. The depth and breath of knowledge and experience she brings will greatly enrich their already outstanding Medical Records department.

Jane started her position in July, working part time until September when she will begin working full time.

WDVA Recognizes Nursing Assistants' Week



On Wednesday, June 28, 2006 Retsil celebrated National Nursing Assistants' Week by honoring their dedicated crew of Nursing Assistants. The Nursing Assistants were encouraged to take a few minutes to relax and enjoy cake and punch served by the RN3 leadership team. Each Nursing Assistant received a t-shirt provided by WA Federation of State Employees and a card and small gift provided by the Veterans Home.

Above are just some of the devoted CNA's working for WDVA.

At the Spokane Home, Nursing Assistants were celebrated with a pizza party, an ice cream social and homemade cookies and brownies provided by DNS Dan DeBoise, Cathy Davis and their Employee Activity Committee.

WSH Practices Evacuation Drills

The Soldiers Home completed another successful Emergency Preparedness Drill on May 31st. The objective was to time the evacuation of residents living in Roosevelt Barracks. With the assistance of the Orting Police and Fire Departments, 72 residents were evacuated to a safe zone previously designated.



Once the alarm sounded, buses arrived in 3 minutes. It took 5 minutes to evacuate everyone. The bus arrived at the quarry safe zone 3 minutes after filling up with 56 residents. The other 16 residents and staffers walked to the 40 foot level safe zone, arriving in 12 minutes. The residents and staff were excited about how well the drill was executed due to the GREAT

TEAMWORK, thanks to the committee members Dr. Eppel, Linda Delatorre, Ileen Gallagher, and numerous other staff from various departments.

A previous exercise was held in the Nursing Care Facility. Their objective was to place residents in wheelchairs and evacuate them to a safe holding area until the bus could pick them up. The maintenance staff pretended to be residents while the Nursing, Activities, and Therapy staff went to every room placing them in wheelchairs and evacuating them to a safe holding area. They were able to evacuate all resident in 4 minutes on Wing #2 of the Nursing Care facility. This too was a great team effort.



SVH Contributes to FallSaver Study

It comes as a surprise to some to learn that there has never been a device that has been able to help reduce falls in the high-risk elderly, despite the considerable social and economic costs of falls and related injuries. NOCwatch International is very pleased to report the successful conclusion of a clinical trial in Spokane involving the first device ever shown to reduce falls in the high-risk elderly.

The device works by sending a signal from a patch on the back of the leg when a patient is trying to get up unassisted to an alarm in time for the caregiver to intervene. Following an initial study of the prototype device called NOCwatch in a California skilled nursing facility, several sites in Spokane were selected for a long-term, rigorous study of the device, now called FallSaver. The objective of this study was to determine whether the FallSaver device reduces falls and fall-related injuries in elderly skilled nursing facility residents.

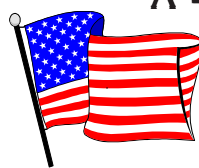
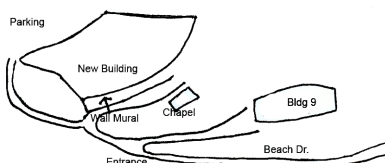
The study that was conducted is considered the "gold standard" of clinical trials: a randomized, prospective, open-label, cross-over study conducted over a six-month period and 4,200 patient-days in the 100-bed State Veterans skilled nursing facility in Spokane. In this study, 44 residents were randomly assigned to wear the FallSaver device or no device (Observation) for 60 days. Following the end of the 60-day period subjects were crossed over to the opposite treatment. The results were very promising. FallSaver reduced the frequency of falls by at least 50% and fall-related injuries by at least 82% in these elderly at-risk residents. As most of the veteran residents were male, the device may prove even more beneficial to elderly women who tend to fall more and with more injurious consequences.

The authors would like to particularly acknowledge the administrators and staff at the Spokane Veterans Home for their assistance in this investigation. With their help, NOCwatch is able to make a significant contribution to a pervasive public health program of falls in high-risk elderly. Thank you, Spokane!

You're Invited
to join residents of the
Washington Veterans Home
as they Dedicate a new
Wall Mural

Thursday, August 24, 2006
10:00 a.m.

Light Refreshments
will follow
the ceremony



A 4th of July Blessing

Today our great country is 230 years old. The USA has been through much turmoil in the years from declaring independence to the present time. The Revolution, War of 1812, Spanish

American War, World Wars I and II, Korean, Vietnam, Afghanistan, and Iraq, have all been fought and won by the valor and blood of our Military Forces. These service men and women who have given their lives in defense of freedom, not only ours, but other countries too. They are the ones who really give us the rights to pray in the religion's we choose, or the right to not believe in a god at all. Freedom of speech, whether verbally or in writing has been guaranteed by these service men and women. We owe them our lives and our respect. Please remember these valiant protectors in your prayers (if you pray) or thank them with just your thoughts. As for me and my family, we pray that God will always bless our country, its citizens, and its military personnel.

Hope you had a great and safe celebration.
 July 4, 2006

By Lyn Hofland
 Central Supply
 WA Veterans Home

WDVA Softball Team ends an Outstanding Season



Congratulations to the DVA Softball Team who took 1st place at the State Agency Softball League End-of-the-Year Tournament. A special thanks to Bob Murphy for acting as 2006 coach. The teams regular league record was 8 wins 3 loses, placing 3rd.

DVA staff members of the team included:

Bob Murphy-Coach

Dick Venesky - Manager

Cyndee Baugh

Michelle Ray

Jim Lochner

Donna Johnson-Scorekeeper



How's the Narrows Bridge coming along?

This is it: final phase of construction

Since June, two cargo ships have delivered 31 of 46 new bridge deck sections to Puget Sound. The *Swan* sailed into the Narrows in late June with its cargo. Last week, the *Teal* arrived in Commencement Bay where it will remain until the first 16 deck sections on the *Swan* have been lifted and assembled. Next month, Tacoma Narrows Constructors plans to lift the middle deck section first.

Building a suspended roadway

When deck-lifting begins in August, the entire deck-lifting process is expected to take six months. Each block will be lifted, one at a time, using "gantry cranes" that straddle the cables. When the middle and first deck is lifted, its weight and that of the gantry cranes will cause the cables to deflect 12 feet. A dramatic 12-foot sag will reshape the main cables at the center span into "V." The cables will remain "V-shaped" until the side span sections – that will act as counterweights - have been installed.

Source: BRIDGESPANS 2nd edition July 2006, a newsletter of the Tacoma Narrows Bridge Project in Gig Harbor, Washington. The suspension bridge project began four years ago. While the parallel bridge opens in summer 2007, renovations to the 1950 continue in 2008.

Consumer Protection Tips - Check Out Charities Before You Give

Charities need our support. But before you reach for your pocketbook, you need to do your homework. Here are a few tips to avoid scams and ensure your charitable donations are put to use as you intended:

Give to familiar organizations and those you trust.

- Confirm the name, address, and phone number of the organization seeking the donation.
- Be wary of solicitations from unfamiliar organizations, particularly those made by telephone, e-mail or on the street.
- Carefully consider the charity's name. Some use names that sound impressive or closely resemble those of well-known, respected organizations.

Ask for identification if a fundraiser comes to the door.

- Solicitors who are reluctant to provide details about the organization they represent, pressure you for an immediate decision or decline to provide written information are probably not legitimate.

Find out exactly how your money will be used.

- Inquire how your donation will be distributed. How much will go to the program you want to support and how much will cover the charity's administrative and fundraising costs?

Ask for a written financial report.

- The Secretary of State's Office publishes an annual report on commercial fundraisers that reveals the percentage of donations they return to their charity clients. A good benchmark is to select organizations that give at least 70 percent of the money to charity.

Verify information.

- Confirm that a charity is registered with the Secretary of State's Office. Call the office's Charities Information Hotline at (800) 332-4483
- If a charity tells you that your dollars will support a local

organization, such as a fire department, police department or hospital, call the organization to verify the claim.

Pay by check and protect your personal information.

- Never give cash. Make out a check payable to the charity, not the individual collecting the donation.
- Do not give your credit card number, bank account number or other personal information to unknown solicitors.
- Likewise, use caution when making online donations. Use a secure browser that scrambles information you send. Look for the "lock" icon on the status bar and a Web address that begins with "https" instead of the standard "http".
- Go directly to an organization's Web site to make a donation. Don't click on links in e-mails, be wary of bogus sites that bear similar addresses to legitimate organizations, and never enter your personal information in a pop-up screen.

Know the difference between "tax exempt" and "tax deductible."

- Tax exempt means the organization doesn't have to pay taxes.
- Tax deductible means you can deduct your contribution on your federal income tax return. Even if an organization is tax exempt, your contribution may not be tax deductible.
- If a tax deduction is important to you, ask for a receipt that shows amount of your contribution and states that it is tax deductible.

Maintain records of your contributions.

- Keep records of your donations (receipts, canceled checks, and bank statements) so you can document your charitable giving at tax time.

More information about specific charities and charitable giving is available from Secretary of State's Office: (800) 332-4483, www.secstate.wa.gov/charities.

2006 summer focus on Wellness

Governor Gregoire is encouraging all state employees, retirees, and their families to participate in health and fitness programs and track their individual progress.

Washington Wellness Works will help us work together to improve the health of Washington's employees, retirees, and their families. Government must play a leadership role to promote prevention and wellness. I believe Washington is especially well-suited to serve as a model by promoting healthy behavior among our own employees and retirees. We not only improve the health of state employees and retirees, but also enhance their ability to serve state citizens. I encourage all state employees, retirees, and their families to participate in health and fitness programs and track their individual progress. Together we can make Washington the healthiest state in the nation.

Christine Gregoire

Barbeques & Picnics

Use a meat thermometer to make sure meats are cooked well:

Chicken – cook to 180°F (or until it has no pink inside)

Hamburgers – cook to 160°F (or until brown in the middle)

Beef steaks – cook to 145°F

Fish – cook to 145°F (or until it is opaque and flakes easily)

Always wash your hands with hot, soapy water before and after handling food, after handling raw meat, and before you eat.

Tip: If soap and water aren't available, use disposable wet wipes and a waterless hand sanitizer.

Fruits and vegetables should be washed in running water. Fruits with thick rinds, such as melons, should also be washed since bacteria can be pulled into the edible parts while they are being sliced. Once melons are sliced, they should be kept cold to keep bacteria from growing.

If you don't have access to a refrigerator, use a cooler with a tightly closed lid and keep it in the shade. Use a separate cooler for items used frequently such as beverages or snacks.

